Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2003	**Police Technology Services**	Issued:	**8/4/2020**	
1A	The Police Chief should require TSD to work with City IT to establish a service level agreement that details the roles and responsibilities of each department in managing technology risks.	March 2021: Auditors reviewed the Service Level Agreement that the department developed in conjunction with City IT.	Implemented	☑
1B	The Police Chief should require TSD to update and expand on the existing Continuity of Operations Plan, including performing risk assessment, identifying critical technology systems, testing backup and recovery processes, and establishing incident response policies and procedures.	March 2021: Auditors reviewed the department's updated continuity of operations plan, which was completed in March.	Implemented	☑
2A	The Police Chief should require TSD to work with other Police Department units to establish policies and procedures to ensure timely deactivation of separated employees' access and centralize user access information, including authorizations to add, change, or remove user access.	March 2021: The department reported that a process improvement team initiated in November 2020 is reviewing its processes and will be reporting back in April. May 2021: The department reported that the process improvement team provided several detailed recommendations, and the department has assigned staff representatives of the involved areas to coordinate and participate in implementing them. As well, the team will be evaluating whether an out-processing component available for the City's current system may be helpful to add as a solution. Within the next 60 days, process mapping will begin for the on-boarding processes.	In Progress	☐
2B	The Police Chief should require TSD to review existing access to department server rooms and restrict access on a least-privilege basis.	March 2021: Auditors reviewed the department's update and its new approval process.	Implemented	☑
2C	The Police Chief should require TSD to establish policies and procedures for change management, including authorization, documentation and verification of program changes.	March 2021: The department is continuing to work on this recommendation. May 2021: The department reported it is working with City IT to explore the use of existing City technologies for the new change management procedure.	In Progress	☐